

THE NESTM

THE NATIONAL EMPLOYEE SURVEYTM



Results for Goodyear, AZ

September 2022



Civic Communication & Analytics Platform

Smarter, better connected communities. A civic surveying, policy polling, and constituent communication tech platform.



Advanced Survey Science & Performance Analytics

Data insights to help communities move forward. The premiere provider of professional civic surveys and performance benchmarking analyses.

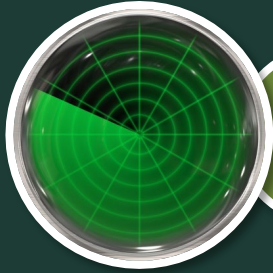
Questions about our product?

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Role of Employee Surveys in Organizations



Assess organizational strengths and challenges



Monitor trends in employees' opinions



Articulate the specific needs of employees



Benchmark organizational ratings

Dimensions of Employee Experience



Benchmark Comparison Data



Much higher than the national benchmark
(at least 20 points more favorable than benchmark)



Higher than the national benchmark
(10-20 points more favorable than benchmark)



Similar to the national benchmark
(no statistically significant difference)



Lower than the national benchmark
(10-20 points less favorable than benchmark)



Much lower than the national benchmark
(at least 20 points less favorable than benchmark)

THE NESTM

THE NATIONAL EMPLOYEE SURVEYTM

Representing the opinions of
more than 300,000 local
government employees.

**But the best benchmark
is your own organization
over time**



The NES™ for Goodyear, AZ

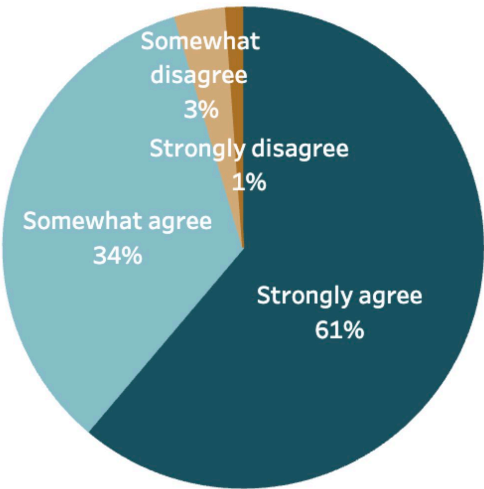
- Survey conducted from August 1, 2022 to August 22, 2022
- All City employees included in survey effort
 - Email invitations sent to all Goodyear employees
 - Employees invited to respond online
 - 724 employees eligible
 - 651 responses received (response rate of 90%)

Employee Engagement

Overall Job Satisfaction

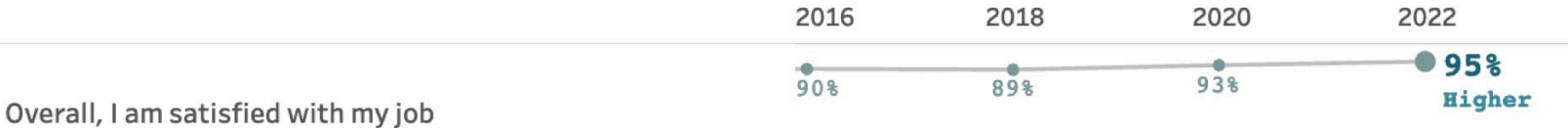
95% overall
job satisfaction

Overall, I am satisfied with my job



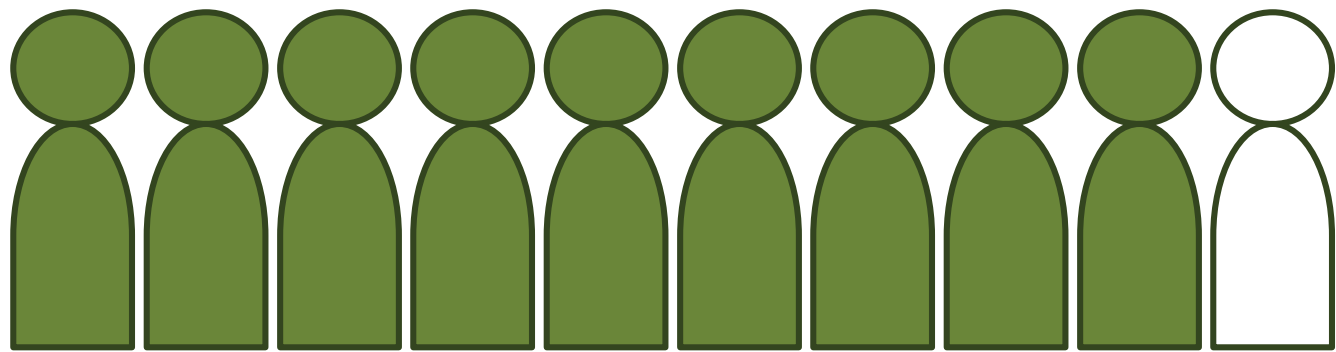
Please rate the extent to which you agree or disagree with the following statements about your job working for the city of Goodyear.

(% excellent or good)



Overall Employee Engagement

↑ Higher than the national benchmark



About

9 in 10

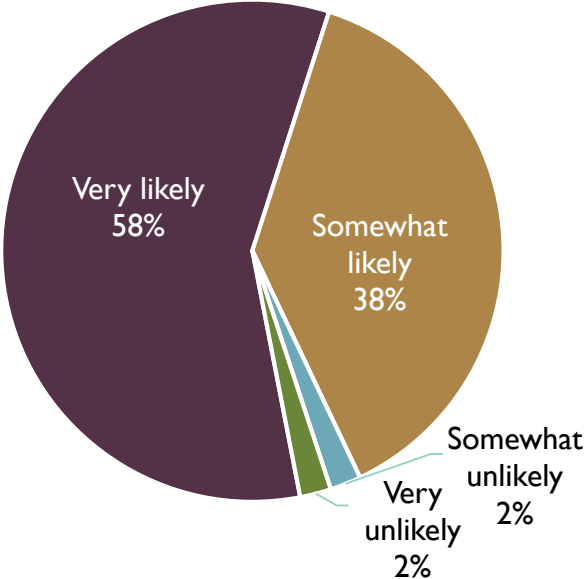
- Plan on working for this organization a year from now ↑
- See a career path for themselves at the City ↑
- Feel positive about working for Goodyear ↑
- Gain satisfaction from current job responsibilities ↑
- Have good friends at work

- Feel personal values match or fit with the values of this organization ↑
- Feel positively challenged in their current jobs ↑
- Feel their jobs are important because of the City's mission and vision ↑
- Have the opportunity to do what they do best every day at work ↑

Willingness to Recommend

96% likely to recommend working for the City

Likely to recommend working for the City



How likely or unlikely are you to recommend WORKING FOR the city of Goodyear to someone who asks?
(% excellent or good)



Key Drivers of Employee Engagement

■ Higher than benchmark

★ Most important



Overview of Survey Results

Areas Where Goodyear Scored Highest

95% or Above

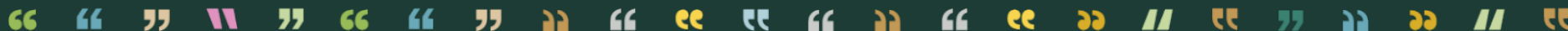
- Maintaining a work environment that is free of drug or alcohol abuse
- **Employee values match or fit with the values of this organization**
- **Employees plan on working for this organization a year from now**
- The likelihood of employees recommending working for the City of Goodyear to someone who asks
- Employees feeling positive about working for the City of Goodyear
- **The likelihood of employees recommending living in Goodyear to someone who asks**
- Overall job satisfaction



Areas Where Goodyear Scored Lowest

75% or Below

- Compensation (salary, benefits and incentives/bonuses) compared with similar opportunities
- (Supervisor) Managing low-performing employees
- Recruitment services
- Speed of response to important issues or change
- Collaboration between departments (e.g., transportation, planning, etc.)



Comparisons to National Benchmarks

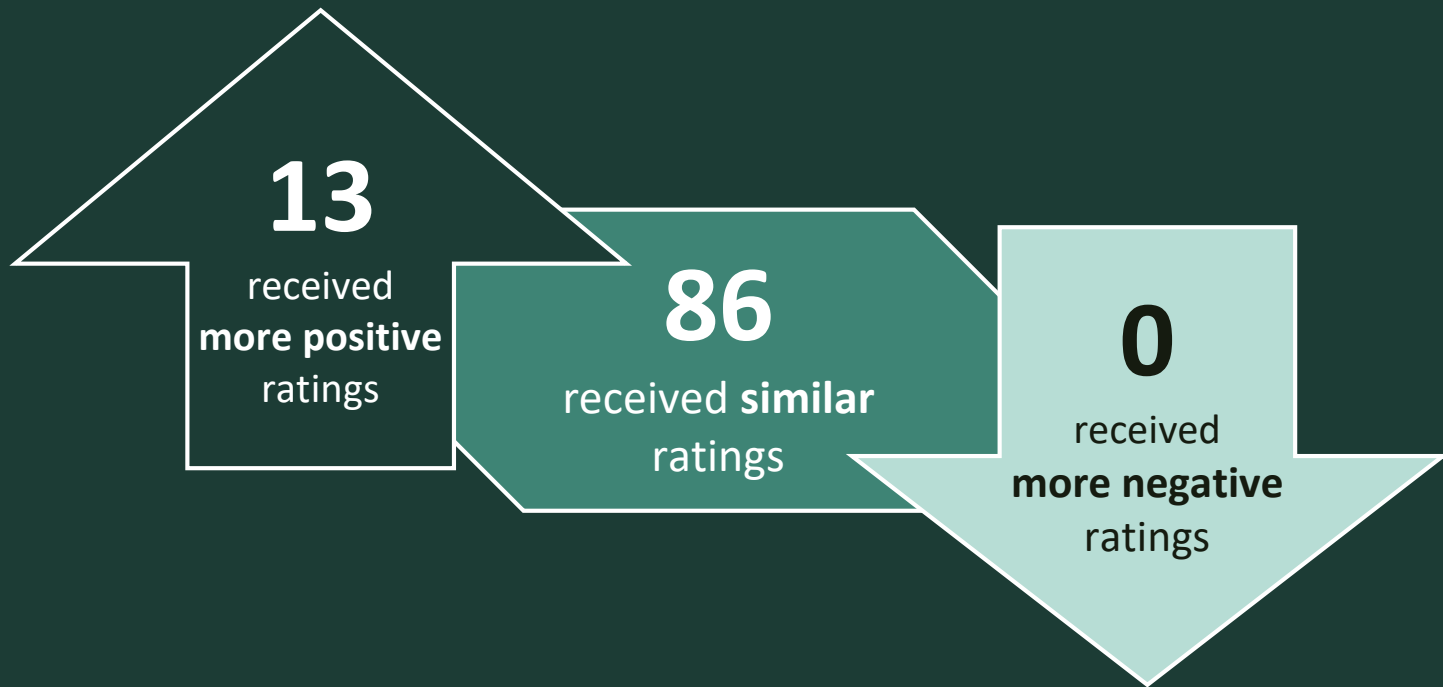


Questions Scoring Higher Than Benchmark

100%	Organizational Climate
100%	Employee Development
100%	Equity and Inclusion
100%	Internal Services
100%	Essentials
91%	Engagement

Percent of questions scoring above benchmark comparisons within each domain

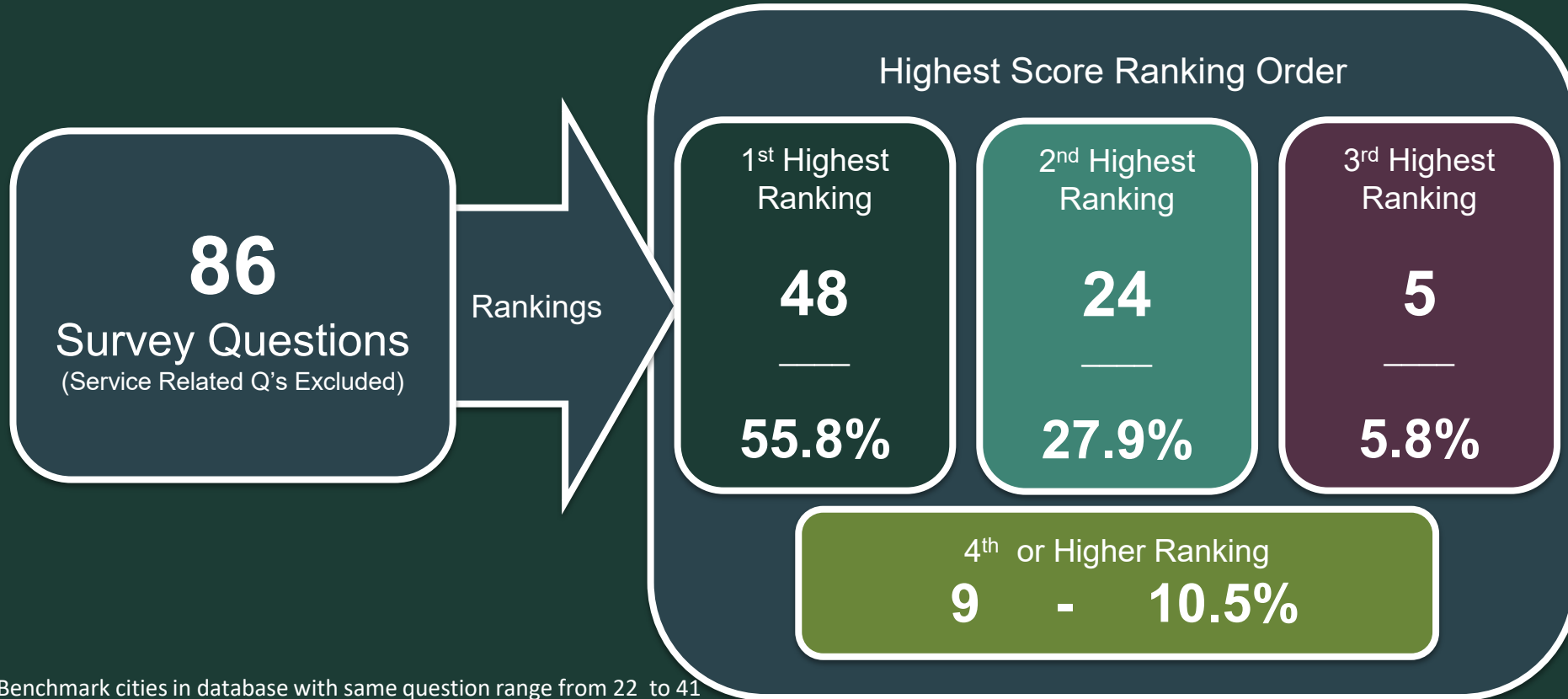
Comparisons to 2020 Results



Significant Upward Trends

- 73% Managing low-performing employees (+25%)
- 78% Recognizing high-performing employees (+19%)
- 80% Applying discipline fairly and consistently (+18%)
- 81% Coaching or mentoring employees (+15%)
- 82% Opportunities to develop a career path (+13%)

Benchmark Rankings



Goodyear Focus Areas



- Communicating information in a timely manner
- Opportunities to develop a career path
- Providing recognition for doing good work
- Managing low-performing employees

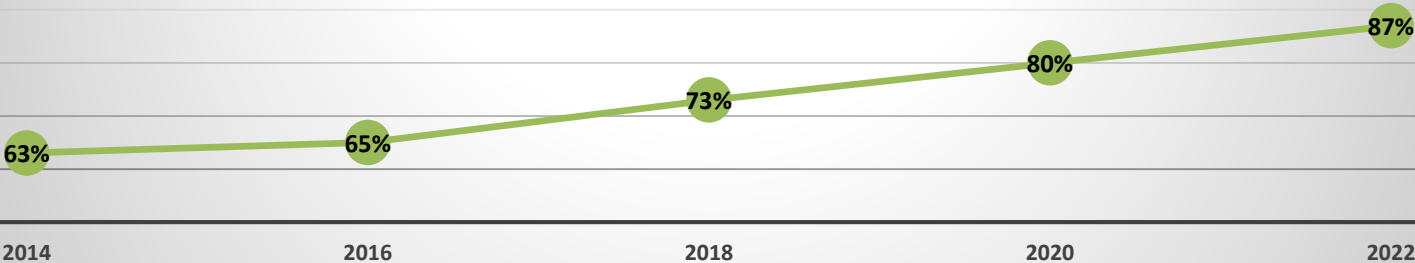
Goal of:
75%

Goodyear Focus Areas

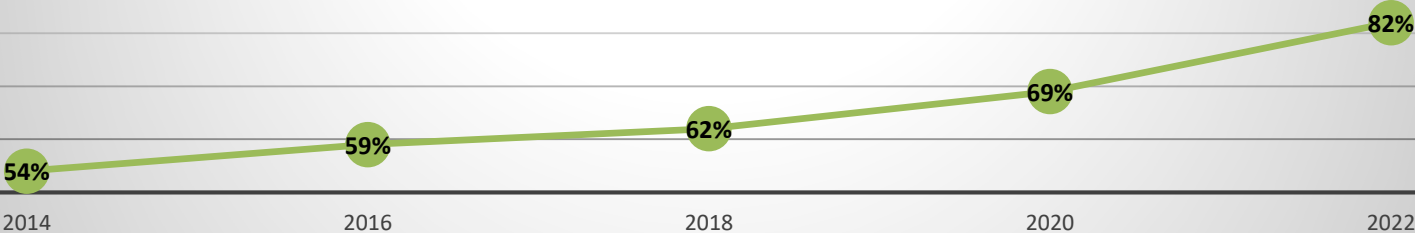


All show
continuous
year-over-year
improvement

Communicating information in a timely manner



Opportunities to develop a career path

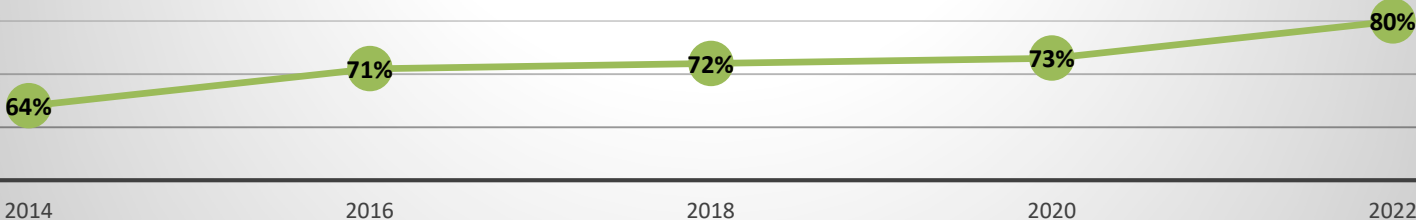


Goodyear Focus Areas

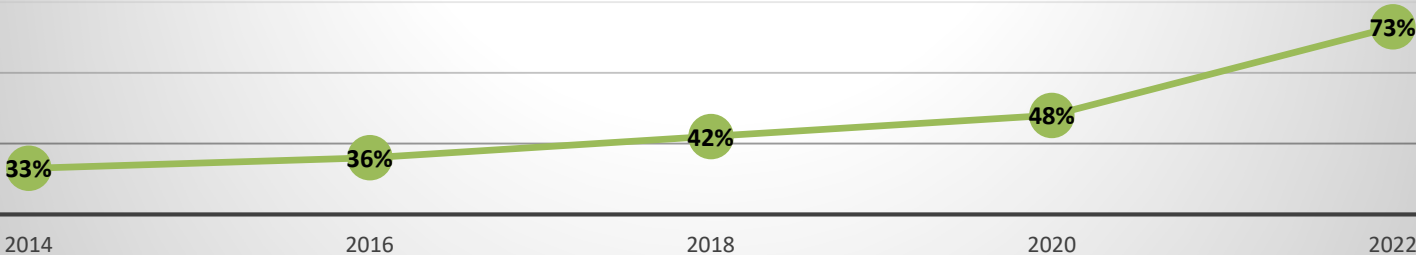


All show
continuous
improvement
year-over-year

Providing recognition for doing good work



Managing low-performing employees



Key Findings

Key Finding #1:

Employee development is valued by Goodyear employees and exceeded the national average in many areas.



Employee Development

↑ All higher than the national benchmark

How would you rate the job the organization does at the following?



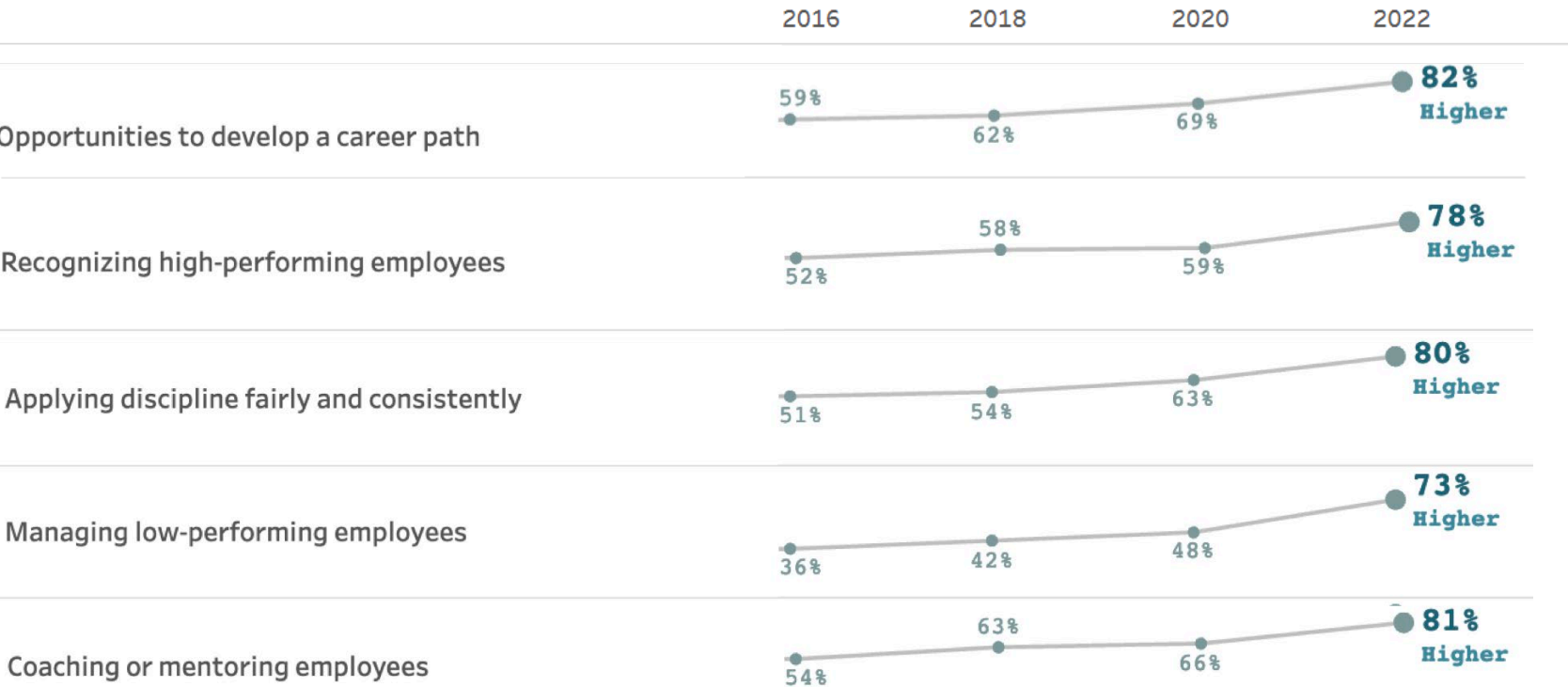
Percent excellent or good

Significant Improvements in Supervisor Performance



All higher than
2020 results

Please rate each of the following aspects of your SUPERVISOR'S performance.
(% excellent or good)



Key Finding #2:

Employees appreciate the climate that the organization has fostered.



Organizational Climate



All higher than national benchmarks

As an employee of city of Goodyear, how would you rate the job the organization does at each of the following?
(% excellent or good)

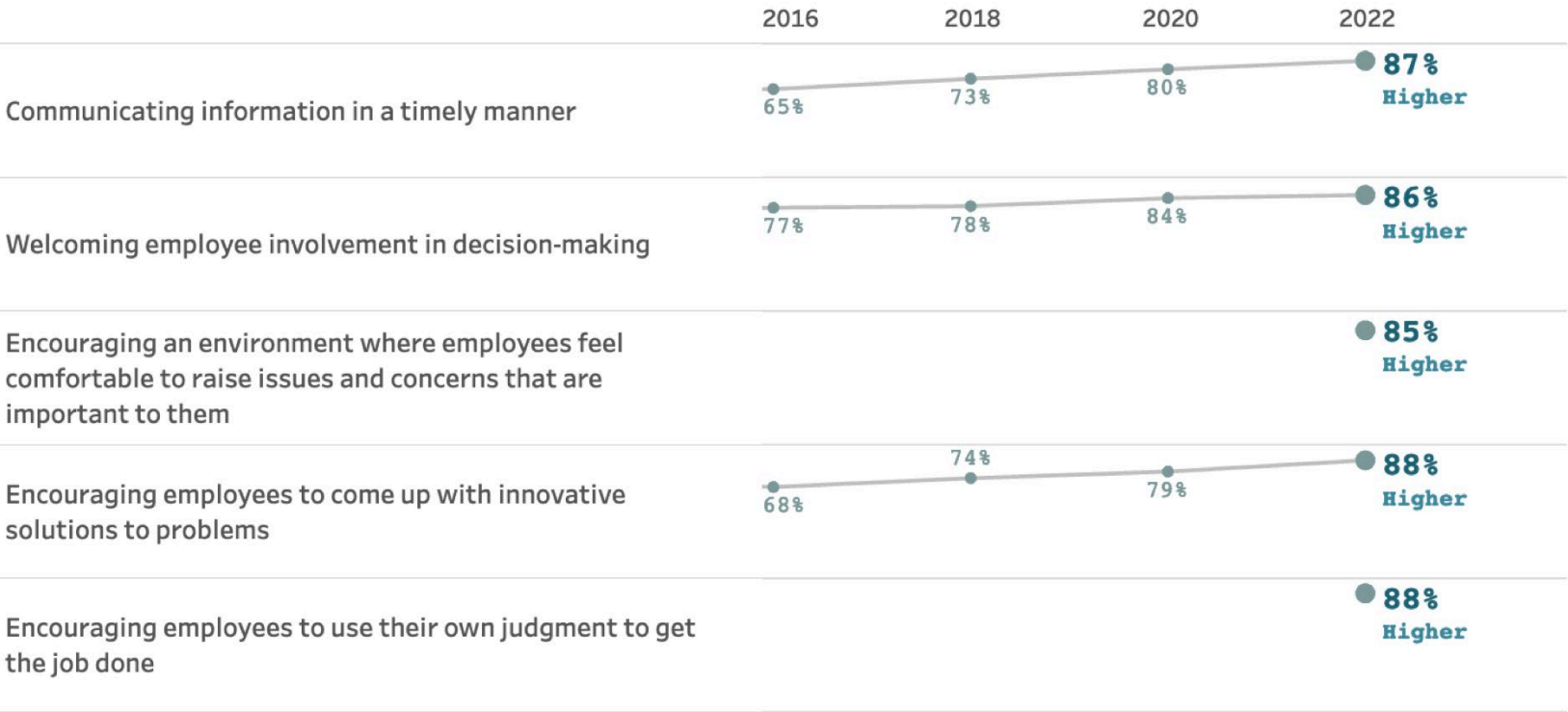


Supervisor Performance



Higher than
2020 results

Please rate each of the following aspects of your SUPERVISOR'S performance.
(% excellent or good)

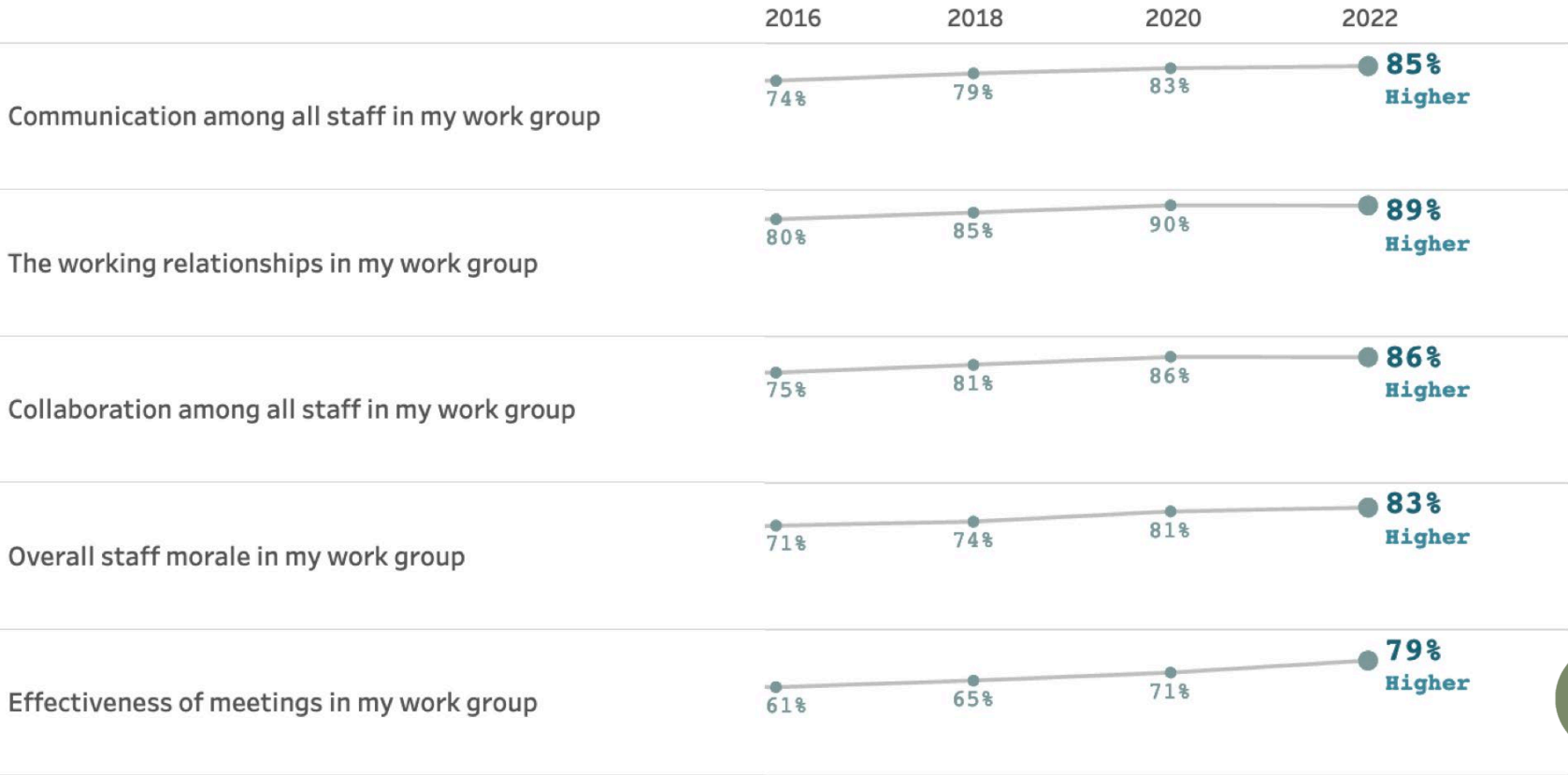


Work Group Performance



Higher than
2020 results

Please rate each of the following aspects of your WORK GROUP.
(% excellent or good)



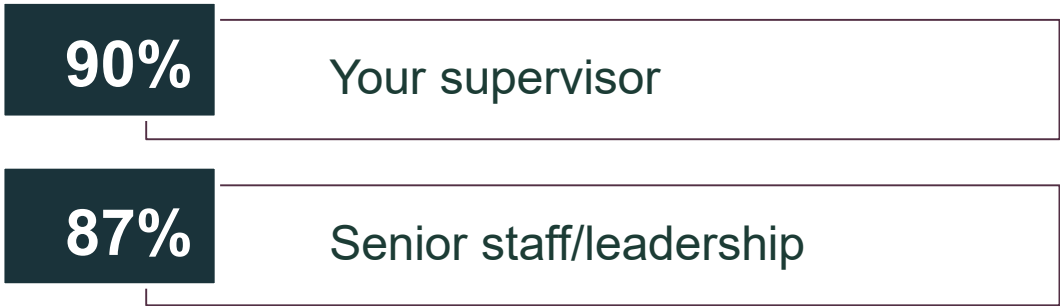
Key Finding #3:

Goodyear employees give high marks to the work of the City and its leadership.



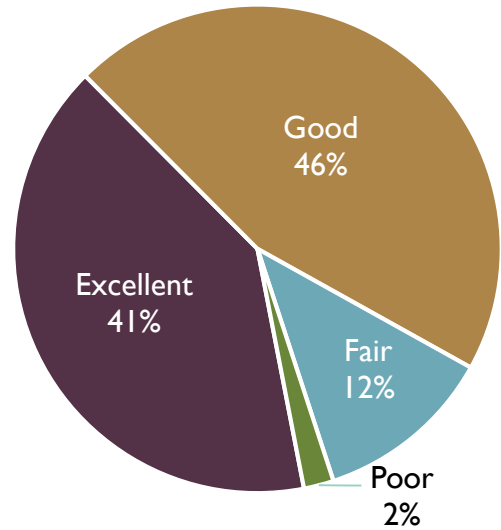
Confidence in Leadership

Please rate your overall level of confidence in the leadership of:



Percent excellent or good

Overall confidence in Goodyear government

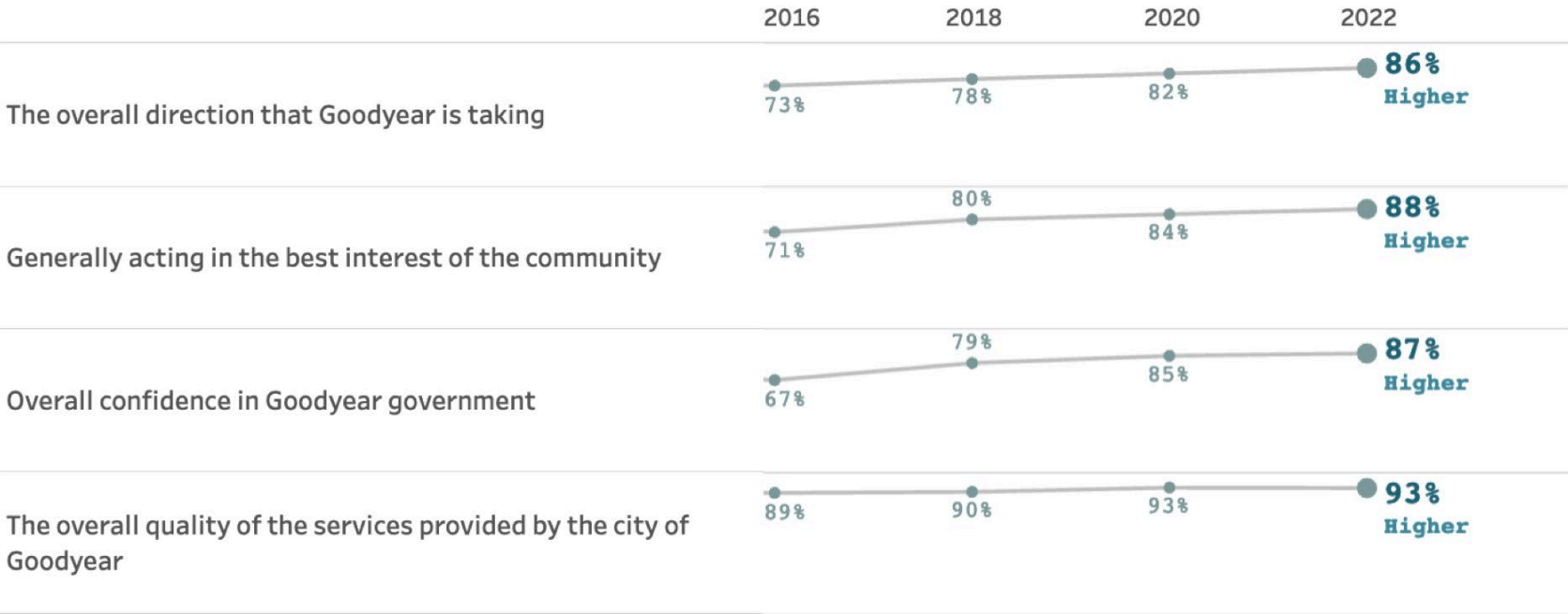


All higher than the national benchmark

Overall City Performance

 All higher than national benchmarks

Please rate the following categories of Goodyear government performance.
(% excellent or good)

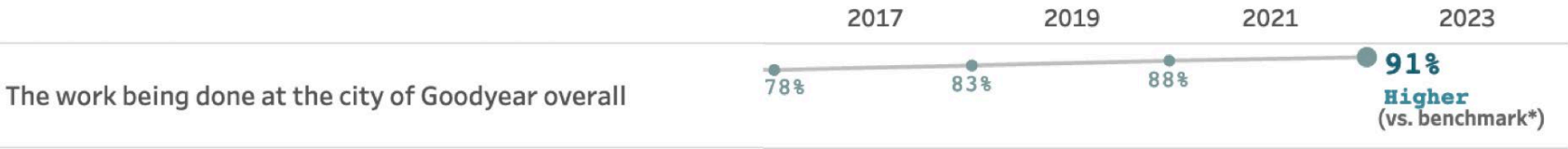


Overall City Performance



All higher than
national benchmarks

How would you rate the job the organization does at each of the following?
(% excellent or good)



Please rate each of the following aspects of your WORK GROUP.
(% very or somewhat likely)



Conclusions

1. Employee development is valued by Goodyear employees and exceeded the national average in many areas.
2. Employees appreciate the climate that the organization has fostered.
3. Goodyear employees give high marks to the work of the City and its leadership.

Next Steps

1. Council Work Session – October 17th
2. Leadership Summit October 26th
Survey Deep Dive
3. Employee Information Sessions – November 1st – 3rd
4. Gallup Q12 –Survey Rollout February – April 2023

POLCO Case Study

